

FILE IN E-01933A-05-0650

ORIGINAL



0000059108

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

UNCO

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 55426

Date: 9/21/2006

Complaint Description: 01Z Billing - Other

Complaint By: First: Kevin

Last: Chester

Account Name: Kevin Chester

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Tucson

CBR:

State: AZ Zip: 85748

is:

Utility Company: Tucson Electric Power Company

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

He would like to state that he would like to have TEP issue bills in such a manner that requires TEP to render a second bill 30 days after the first bill is rendered and that make that bill due 45 days after that. No other company that he is aware of requires payment sooner than 30 days. He is sometimes out of town and how is someone like him to pay a bill on time. How can he get this changed?

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

I explained the billing time frames per TEP Tariff Article 15. I also advised that the customer could avoid payment of TEP bill by going on the Automatic Payment through his bank or pay in advance to be able to cover what historically his usage has been for that particular month. I advised of the current TEP case before the ACC (Docket # E-01933A-05-0650) and that I render his OPINION under that case. He agreed. Sent to John LaPorta @ PHX CONS to have this OPINION docketed. File closed.

\*End of Comments\*

Date Completed: 9/21/2006

Opinion No. 2006 - 55426

Arizona Corporation Commission

DOCKETED

SEP 22 2006

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